

IN THE CLAIMS

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1        1. (previously amended) A method of selecting a resource for a  
2 work item, comprising:

3              determining available resources that possess skills needed by the  
4 work item;

5              for each of the determined resources, determining a business value  
6 of having the resource service the work item, the business value being a  
7 measure of qualification of the resource for servicing the work item based  
8 on skills of the resource and skill requirements of the work item;

9              for each of the determined resources, determining a value to the  
10 resource of servicing the work item, the value to the resource being a  
11 measure of how the resource is spending time compared with other  
12 resources and goals of the individual resource; and

13              selecting a determined resource that has a best combined value of  
14 the business value and the value to the resource, to serve the work item.

1        2. (original) The method of claim 1 wherein:

2              determining a business value comprises

3              determining the business value weighted by a business value  
4 weight corresponding to the work item;

5              determining a value to the resource comprises

6              determining the value to the resource weighted by a resource value  
7 weight corresponding to the work item; and

8              selecting comprises

9              selecting a determined resource that has a best combined value of  
10 the weighted business value and the weighted value to the resource.

1        3. (original) The method of claim 2 wherein:

2              determining a business value comprises

3              determining a weighted business value as a product of (a) the

4 business value weight corresponding to the work item and (b) a sum of  
5 products of a level of each said needed skill of the resource and a weight  
6 of said needed skill of the work item; and  
7 determining a value to the resource comprises  
8 determining a weighted resource treatment value as a product of  
9 (c) a resource treatment weight corresponding to the work item and (d) a  
10 sum of products of each treatment of the resource and a weight of said  
11 treatment of the resource.

1 4. (original) The method of claim 3 wherein:  
2 the sums of products are scaled sums, and  
3 the treatments are scaled treatments.

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3 5. (original) The method of claim 4 wherein:  
4 selecting comprises  
selecting the determined resource that has a highest sum of the  
weighted business value and the weighted resource treatment value.

1 6. (original) The method of claim 3 wherein:  
2 the resource treatments of a resource comprise a time since the  
3 resource became available and a time that the resource has not spent  
4 serving work items.

1 7. (original) The method of claim 6 wherein:  
2 the treatments of the resource further comprise a measure of an  
3 effect that serving of the work item would have on a goal of the resource.

1 8. (original) The method of claim 7 wherein:  
2 the measure of the effect comprises a difference between (a) a  
3 distance of an actual allocation of worktime of the resource among skills  
4 from a goal allocation of the worktime of the resource among the skills and

5 (b) a distance of an estimated allocation of the worktime of the resource  
6 among the skills if the resource serves the work item from the goal  
7 allocation.

1 9. (previously amended) A method of selecting a resource for a  
2 work item, comprising:

3 determining available resources that possess skills needed by the  
4 work item;

5 for each of the determined resources, determining a business value  
6 comprising a sum across all skills of a product of a skill level of the  
7 resource in the skill and a skill weight of the work item for the skill;

8 for each of the determined resources, determining a resource  
9 treatment value, the resource treatment value being a measure of how the  
10 resource is spending time compared with other resources and goals of the  
11 individual resource, the resource treatment value comprising a sum across  
12 all resource treatments of a product of a value of the resource for the  
13 resource treatment and a weight of the work item for the resource  
14 treatment; and

15 selecting a determined resource that has a best combined score of  
16 its business value and its resource treatment value, to serve the work item

1 10. (original) The method of claim 9 wherein:

2 the resource treatments of a resource comprise a time since the  
3 resource became available, a time that the resource has spent not serving  
4 work items, and a measure of an effect that serving the work item would  
5 have on a goal of the resource.

1 11. (original) The method of claim 9 wherein:

2 determining a business value comprises  
3 determining a scaled business value comprising the business value  
4 scaled by a first scaling factor that is common to all of the determined

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5 resources;

6 determining a resource treatment value comprises

7 for each resource treatment, determining a scaled value of the

8 resource comprising the value of the resource for that resource treatment

9 scaled by a scaling factor that is common for that resource treatment to all

10 of the determined resources, and

11 determining a scaled resource treatment value comprising a sum,

12 scaled by a second scaling factor that is common to all of the determined

13 resources, across all resource treatments of a product of the scaled value

14 of the resource for the resource treatment and a weight of the work item

15 for the resource treatment; and

16 selecting comprises

17 selecting a determined resource that has a best sum of its scaled

18 business value and its scaled resource treatment value to serve the work

19 item.

12. (original) The method of claim 11 wherein:

each scaling factor comprises a fraction having in its denominator a maximum value of the value to which said scaling factor applies of any of the resources.

13. (previously amended) A method of selecting a work item for a resource, comprising:

determining available work items that need skills possessed by the resource;

for each of the determined work items, determining a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing of the work item based on skills of the resource and skill requirements of the work item;

for each of the determined work items, determining a value to the

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11 work item of being serviced by the resource, the value to the work item  
12 being a measure of how the work item is treated compared to other work  
13 items and treatment goals of the individual work item; and  
14 selecting a determined work item that has a best combined value of  
15 the business value and the value to the work item to be served by the  
16 resource.

1       14. **(original)** The method of claim 13 wherein:  
2       determining business value comprises  
3       determining the business value weighted by a business value  
4 weight corresponding to the work item;  
5       determining a value to the work item comprises  
6       determining the value to the work item weighted by a work item  
7 value weight corresponding to the work item; and  
8       selecting comprises  
9       selecting a determined work item that has a best combined value of  
10 the weighted business value and the weighted value to the work item.

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1       15. **(original)** The method of claim 14 wherein:  
2       determining a business value comprises  
3       determining a weighted business value as a product of (a) the  
4 business value weight corresponding to the work item and (b) a sum of  
5 products of a level of each said needed skill of the resource and a weight  
6 of said needed skill of the work item; and  
7       determining a value to the work item comprises  
8       determining a weighted work item treatment value as a product of  
9 (c) a work item treatment weight corresponding to the work item and (d) a  
10 sum of products of each treatment of the work item and a weight of said  
11 treatment of the work item.

1       16. **(original)** The method of claim 15 wherein:  
2       the sums of products are scaled sums, and  
3       the treatments are scaled treatments.

1        17. **(original)** The method of claim 16 wherein:  
2            selecting comprises  
3            selecting the determined work item that has a highest sum of the  
4            weighted business value and the weighted work item treatment value.

1        18. **(original)** The method of claim 15 wherein:  
2            the work item treatments of a work item comprise a time that the  
3            work item has been waiting for service and an estimated time that the  
4            work item will have to wait for service.

1        19. **(original)** The method of claim 18 wherein:  
2            the treatments of a work item further comprise a time by which the  
3            work item has exceeded its target wait time.

1        20. **(original)** The method of claim 18 wherein:  
2            the estimated wait time that the work item will have to wait for  
3            service comprises a product of (a) a ratio of a total number of work items  
4            waiting for service and an average number of work items waiting for  
5            service and (b) a sum of average wait times of individual said needed  
6            skills each weighted by a ratio of the weight of said individual skill and a  
7            sum of the weights of the needed skills.

1        21. **(previously amended)** A method of selecting a work item for  
2            a resource, comprising:  
3            determining available work items that need skills possessed by the  
4            resource;  
5            for each of the determined work items, determining a business  
6            value comprising a sum across all skills of a product of a skill level of the  
7            resource in the skill and a skill weight of the work item for the skill;  
8            for each of the determined work items, determining a work item

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